

## CLAIMS

What is claimed:

1. A system configured to perform context sensitive transfers of a communication session comprising:

a first terminal;

a second terminal; and

a third terminal engaged in a communication session with the second terminal, the third terminal configured to:

Initiate a transfer of the communication session to the first terminal by sending a transfer message to the first terminal;

receive a transfer accept message from the first terminal;

send a disconnect message to the second terminal, wherein upon sending the disconnect message, the third terminal is disconnected from the communication session with the second terminal and the communication session continues between the second terminal and the first terminal.

2. The system of claim 1, wherein the communication session is an instant message session.

3. The system of claim 1, wherein the communication session is a SMS session.

4. The system of claim 1, wherein the communication session is an html session.

5. The system of claim 1, wherein the communication session in which the second terminal and the third terminal are engaged in further includes a dialog between the second terminal and the third terminal.

6. The system of claim 5, wherein upon transferring the communication session from the third terminal to the first terminal the dialog between the second terminal and the third terminal also transfers to the first terminal and continues between the second terminal and the first terminal.

7. The system of claim 1, wherein the transfer message comprises:

an identity of a third terminal that is used to establish a connection between the third terminal and the second terminal;

information collected about the second terminal; and

information related to a particular third terminal, or a class of terminals, associated with the communication session.

8. The system of claim 7, wherein the third terminal information includes information related to a particular third party, a specific live person, a class of terminals, or a group of live agents.

9. The system of claim 1, wherein the transfer accept message acts as a reply to the transfer message.

10. The system of claim 9, wherein the transfer accept message enables the second terminal to establish a connection with the first terminal,

whereby the first terminal becomes connected to the second terminal and the connection to the third terminal is disconnected.

11. The system of claim 1, wherein the disconnect message terminates the connection between the first and second terminals to enable a first terminal to continue the connection with the second terminal.

12. A system configured to perform context sensitive transfers of a communication session comprising:

a first terminal;

a second terminal; and

a third terminal engaged in a communication session with the second terminal, wherein the first terminal is configured to:

receive a transfer message from the third terminal;

respond to the transfer message by sending a transfer accept message to the third terminal;

connect with the second terminal; and

engage in the communication session with the second terminal.

13. The system of claim 12, wherein upon transferring the communication session from the third terminal to the first terminal the communication session continues between the second terminal and the first terminal.

14. The system of claim 12, wherein the communication session is an instant message session.

15. The system of claim 12, wherein the communication session is a SMS session.

16. The system of claim 12, wherein the communication session in which the second terminal and the third terminal are engaged in further includes a dialog between the second terminal and the third terminal.

17. The system of claim 16, wherein upon transferring the communication session from the third terminal to the first terminal the dialog between the second terminal and the third terminal also transfers and continues between the second terminal and the first terminal.

18. The system of claim 12, wherein the transfer message comprises:

an identity of a second terminal;

information collected about the second terminal; and

a particular third terminal, or class of terminals, associated with the communication session.

19. The system of claim 12, wherein the transfer accept message acts as a reply to the transfer message and enables the second terminal to continue the connection, whereby the first terminal becomes connected to the second terminal and the connection to the third terminal is disconnected.

20. A system configured to perform context sensitive transfers of a communication session comprising:

a first terminal;  
a second terminal; and  
a third terminal engaged in a communication session with the second terminal, the second terminal configured to:  
receive a transfer of the communication session from the third terminal;  
disconnect from the communication session with the third terminal;  
connect with the first terminal; and  
engage in a communication session.

21. The system of claim 20, wherein upon transferring the communication session from the third terminal to the first terminal the communication session continues between the second terminal and the first terminal.

22. The system of claim 20, wherein the communication session is an instant message session.

23. The system of claim 20, wherein the communication session is a SMS session.

24. The system of claim 20, wherein the communication session in which the second terminal and the third terminal are engaged in further includes a dialog between the second terminal and the third terminal.

25. The system of claim 20, wherein upon transferring the communication session from the third terminal to the first terminal the dialog between the second terminal and the third terminal also transfers and continues between the second terminal and the first terminal.

26. A method for transferring a communication session being conducted between a second terminal and a third terminal to a first terminal, the method comprising:

initiating a transfer by sending a transfer message to the first terminal;

disconnecting the third terminal from the second terminal upon receiving a transfer accept message from the first terminal and replacing the third terminal with the first terminal such that the communication session continues between the second and first terminals.

27. The method of claim 26, wherein the transfer message comprises:

an identity of a first terminal;

information collected about the second terminal; and

a particular third terminal, or a class of terminals, associated with the communication session.

28. The method of claim 26, wherein the transfer accept message acts as a reply to the transfer message and enables a third terminal to continue the connection, whereby the third terminal becomes connected to the first terminal and the connection to the second terminal is disconnected.

29. The method of claim 26, wherein the communication session in which the second terminal and the third terminal are engaged in further includes a dialog between the second terminal and the third terminal.

30. The method of claim 26, wherein upon transferring the communication session from a third terminal to a first terminal the dialog between the second terminal and the third terminal also transfers and continues between the second terminal and the first terminal.

31. A transfer protocol of a communication session configured to disconnect the communication session being conducted between a second terminal and a third terminal, the transfer protocol comprising:

a disconnect sequence whereby the third terminal initiates disconnection by sending a disconnect message to the second terminal, the disconnect message being acknowledged by the second terminal; and

a transfer sequence whereby the third terminal sends a transfer message to a first terminal and the first terminal accepts the transfer message and the third terminal sends a disconnect message to the second terminal,

wherein the second terminal continues in the communication session with the first terminal.

32. The transfer protocol of claim 31, further comprising:

a connect sequence whereby a second terminal sends a connect message to establish a connection with a third terminal and the third terminal acknowledges the connect message;

33. The transfer protocol of claim 31, further comprising:

a message sequence whereby a second terminal sends the third terminal a message message without acknowledgement and the third terminal sends the second terminal a message message without acknowledgement;

34. The transfer protocol of claim 33, wherein the message sequence comprises:

the second terminal and the third terminal sending messages to the other without regard to the sequence or timing of said messages.

35. The transfer protocol of claim 31, wherein the transfer message comprises:

an identity of a second terminal, or caller, who establishes a connection between a second terminal and a third terminal to initiate a dialog in a communication session;

information collected about the second terminal, or the caller, including the dialog between the second and third terminals;

a particular third party or specific live person, or a class of terminals or group of live agents, where the transfer is to connected to; and

a session identifier defining the connection between the second and third terminals to enable a first terminal to continue the connection.

36. The transfer protocol of claim 31, wherein the disconnect message terminates the connection between the second and third terminals and

comprises a session identifier defining the connection between the second and third terminals to enable a first terminal to continue the connection.

37. The transfer protocol of claim 32, wherein the connect message comprises:

an identity of a second terminal, or caller, a connection is being made on behalf of;

a session identifier defining the connection between the second and third terminals;

a destination identifier defining the location of the third terminal;

a source identifier defining the source of the connect message.

38. The transfer protocol of claim 33, wherein the message message comprises:

a body containing text of the message;

a session identifier defining the connection between the second and third terminals;

a destination identifier defining the location of the third terminal;

a source identifier defining the source of the connect message.

39. A system configured to perform context sensitive transfers comprising:

a calling party;

a receiving party, said receiving party configured to,

engage the calling party in a communication session wherein the communication session includes dialog between the calling and receiving party, and

transfer the communication session from the calling party to a third party, wherein upon transferring the communication session to the third party, the communication session continues between the third party and the calling party.